



Rancho Wellness
YOUR MEDICAL HOME

RAVINDER SINGH, M.D.
Board Certified in Family Medicine

BARBARA SANTA CRUZ, PA-C

Dear Patient,

Our office strives to provide you the best quality care. When you come in for a visit we wish to provide you with our undivided attention. During office hours, Dr. Singh and Barbara SantaCruz, PA-C are in the midst of seeing patients, where communication is vital to a patient-provider relation-ship. When calls are made into the office, messages are taken and then handled via our staff or the providers. Often at the end of a busy day we may have twenty or more messages awaiting us. Most messages are simple and can be handled immediately others are more detailed and require a bit more time. If you factor in the difficulty of returning calls and the inability to get in touch with the patient, this "phone tag" system can greatly complicate matters.

In order to make communication easier and more effective, we have installed a **PATIENT PORTAL, A WEB BASED COMMUNICATION SYSTEM.** Through the portal, and email system, we can document and exchange messages, offer refill requests, appointment scheduling, and access to your lab results. We will require that everyone register for this web portal. Communication via the portal will get priority and most times can be handled within the same or next day. The web portal is to be used for non-emergent matters. I have read the above and consent to use of the portal.

Email Address _____

10837 Laurel Avenue, Suit 200, Rancho Cucamonga, California 91730

Phone: (909)483-7800 . Fax: (909) 483-0760